Documenting a Service

Introduction

When documenting the use of a service, it is important to make the distinction between documenting it as a placement (Out of Home Placement page) versus documenting it as a service (Service page).
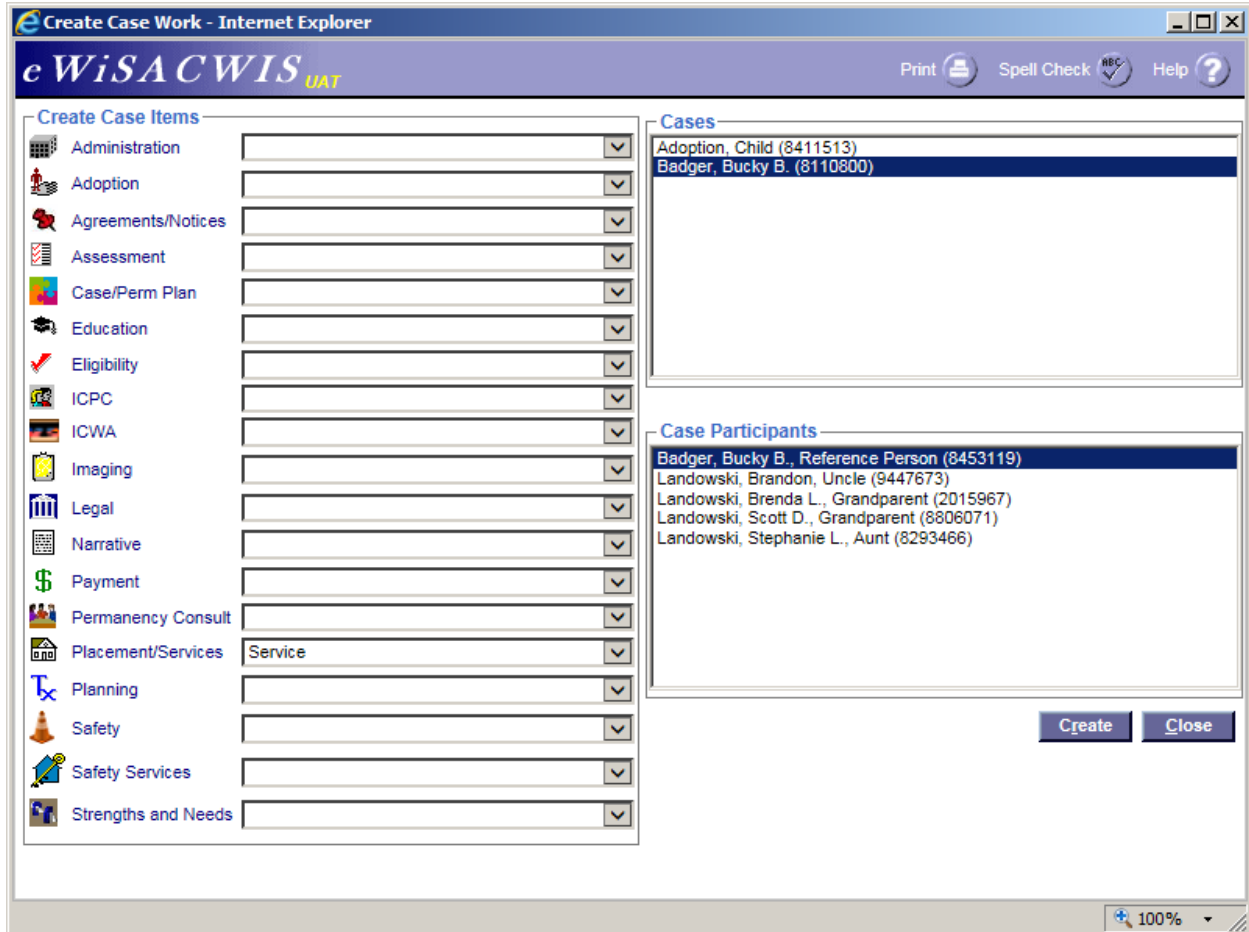
The use of a Service for a placement is not subject to Title IV-E eligibility and practice requirements or AFCARS reporting requirements. For example, a child goes from his home into a secure detention facility as part of a sanction and then returns home, this is considered a service that was provided to the family. This situation would be documented on the Service page.

However, if the child goes to the secure detention facility and then moves directly from that facility to a licensed placement facility, the original placement into the secure detention facility was the first placement setting in the child's placement episode and thus, must be documented as an Out of Home Placement.

Ultimately, one should follow the guidelines that if the facility is being used as a court ordered out of home placement, or if it is one of multiple placements within an episode, then it needs to be documented on the Out of Home Placement page.

If the facility is being used to provide a service to the child or family (i.e. secure detention or shelter care as part of a sanctions or respite care as part of an in-home safety plan), then it should be documented on the Service page.

1. From the desktop, go up to Create > Case Work or click the Case Work hot button [Case Work]. This will open the Create Case Work page.

2. On the Create Case Work page, select Service from the Placement/Services drop-down. Select the appropriate Case and the Case Participant. Click Create. This will open the Service page.

3. On the Service tab, enter the appropriate Service Begin Date.

4. Choose the Service Category from the drop down list. You will only see Service Categories that carry a "Service" characteristic. In other words, you will not see Service Categories that are specific to documentation of an Out of Home Placement.

    Note: The Service Types are filtered based on the Service Category chosen.

5. Once you have selected the appropriate Service Category then choose from the Service Type drop-down the appropriate service that is being provided.

6. The Service Detail field helps to further categorize and define the service being provided. These values are filtered based on the type of Service Category that is chosen.

7. The screen shot below highlights the area where you would see the costs associated with the service being provided. It is important to note that the service may not be documented as a paid service and therefore no costs would display (as is illustrated below).

8. The Child Specific Rate is a user-entered field only enabled for specific service types. When documenting a Child Specific Rate all other rate fields are grayed out.

Another dynamic change to the page that is specific to a Service Category is the appearance of a KIDS Referral for Voluntary Kinship services. Once you choose "Kinship - Voluntary" the KIDS Referral questions will appear and become required as part of the completion of the page.

9. Click on the Provider tab. In the Provider Information group box, click on the Search hyperlink to go to Provider Search.

10. Search out the Provider. If you know the provider's ID number, enter this number in the Provider ID field. If you do not know the provider's ID then the search will look for providers that carry the Service Category and Service Types that you identified back on the Service tab.

Select the radio button next to the provider that you wish to use and click the Continue button. When the provider has been selected, the Provider tab will pre-fill with the provider's name and address information.

11. In the Payment Information group box, select the appropriate Target Pop. The Details flair next to the drop down will assist you in identifying the appropriate Target Population should you be unsure of which value to select.

Note: The Target Population is also key in identifying the appropriate fiscal stream should this be a paid service, so it is important that the correct Target Population is identified.

If there is a name other than the provider's name in the Parent Agency field, than the entire payment will go directly to that provider (the Parent Agency). Selecting the Parent Agency hyperlink will open the Provider in view mode. Checking the Override Parent Agency rule checkbox will have no affect on the delivery of the payment. This checkbox only affects payments with an Administrative Rate.

The Total Clothing Allowance Disbursed field will display the sum of all clothing allowances that have been paid out on behalf of the child during this applicable episode period. The child must be discharged from all placements for at least 120 days before he or she is eligible for another clothing allowance.

If applicable, select the appropriate Relationship of Child to Kinship Provider from the Kinship Care group box. This field is used to identify the relationship of the child to the caretaker.

Note: The Kinship Child Support Notice may be accessed from the Options drop-down. This notice is used to notify Child Support of a child in Kinship Care.

Below is a sample of the Kinship Care Notice.

KINSHIP CARE NOTICE OF ASSIGNMENT FOR CHILD SUPPORT

I. CHILD IDENTIFYING INFORMATION

Name – Child	Birthdate – Child	Social Security Number – Child
Flinstone, Zeke	05/05/2006	

Home Address – Child (Street, City, State, Zip Code)	Telephone Number – Child
111 Clint Black Street Apt 12, Milwaukee, WI 53295	(708)258-1236

II. CARETAKER RELATIVE INFORMATION

Name	Birthdate
Abby, Anna	04/04/2004

Home Address (Street, City, State, Zip Code)	Telephone Number
3133 Stratton Way Apt 302, WI 53719-2596	

Social Security Number	Caretaker Relationship to Child

III. PARENTS' INFORMATION

Name – Mother
Flinstone, Wilma

Birthdate – Mother	Social Security Number – Mother
04/01/1977	

Home Address – Mother (Street, City, State, Zip Code)	Telephone Number – Mother
123 Stoneview Rd., Dallas, WI 54733	

Name – Father
Flinstone, Fred

Birthdate – Father	Social Security Number – Father
05/05/1974	

Home Address – Father (Street, City, State, Zip Code)	Telephone Number – Father

III. KINSHIP CARE INFORMATION

Kinship Care Date of Placement: 10/05/2012

Kinship Care Termination Date:

Reason:

IV. SIGNATURES

Caitlin M. Cake
_____
Name - Worker

_____
SIGNATURE – Worker

_____
Date Signed

12. The Split Payment Expando is used to redirect monies to another provider. Generally this function is only used by Adoptions.

13. Once the Provider tab is complete, return to the Service tab and from the Options drop-down approve your newly documented Service. On the Approval History page, select the Approve radio button and click Continue. On the Service page, click Save.

14. The screen shot below illustrates how a Service will display on the outliner.

Ending a Service:

1. From the desktop, click on the Open Service.

2. From the open Service, select Service Ending from the Options drop-down and then click Go. This will open the Service Ending page.

3. Enter the date the service ended in the End Date field. Select the appropriate End Reason from the End Reason drop-down. Then select Approval from the Options drop-down and click Go. On the Approval History page, select the Approve radio button and click Continue. To approve the service's ending, click Save.

4. Finally, the screen shot below illustrates the closed service. Note the end date and that the service now displays under the "Closed Services" heading.